Where to from here?

Ways to engage citizens:

What does effective citizen engagement require?

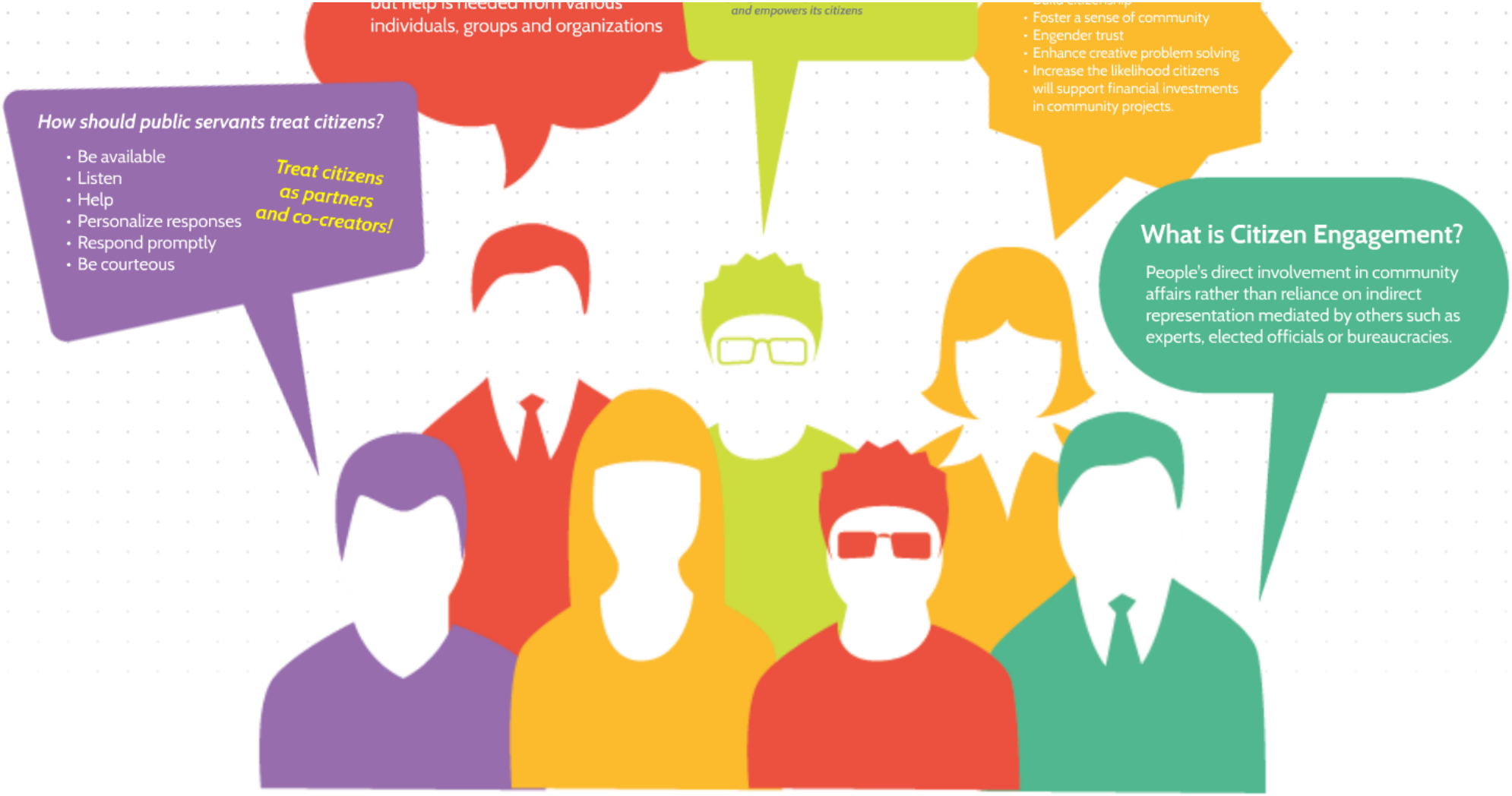
Citizen engagement requires changing the behavior of both public servants and citizens.

To encourage participation, governments need to:

- create an inviting and welcoming atmosphere
- clarify the form of participation needed
- listen and take action
- sincerely use citizen contributions

Citizen Engagement

city of Springfield



Citizen Engagement

CITY OF Springfield

Whose job is it?
Government takes a lead role but help is needed from various individuals, groups and organizations
How does citizen engagement occur?
• Formal participation and engagement programs
• Day-to-day operations and service
Most cities notify and consult - ONE WAY!
...Springfield incorporates and collaborates with, and empowers its citizens
Citizen Engagement can:
• Build citizenship
• Foster a sense of community
• Engender trust
• Enhance creative problem solving
• Increase the likelihood citizens will support financial investments in community projects.
How should public servants treat citizens?
• Be available
• Listen
• Help
• Personalize responses
• Respond promptly
• Be courteous
Treat citizens as partners and co-creators!
What is Citizen Engagement?
People's direct involvement in community affairs rather than reliance on indirect representation mediated by others such as experts, elected officials or bureaucracies.

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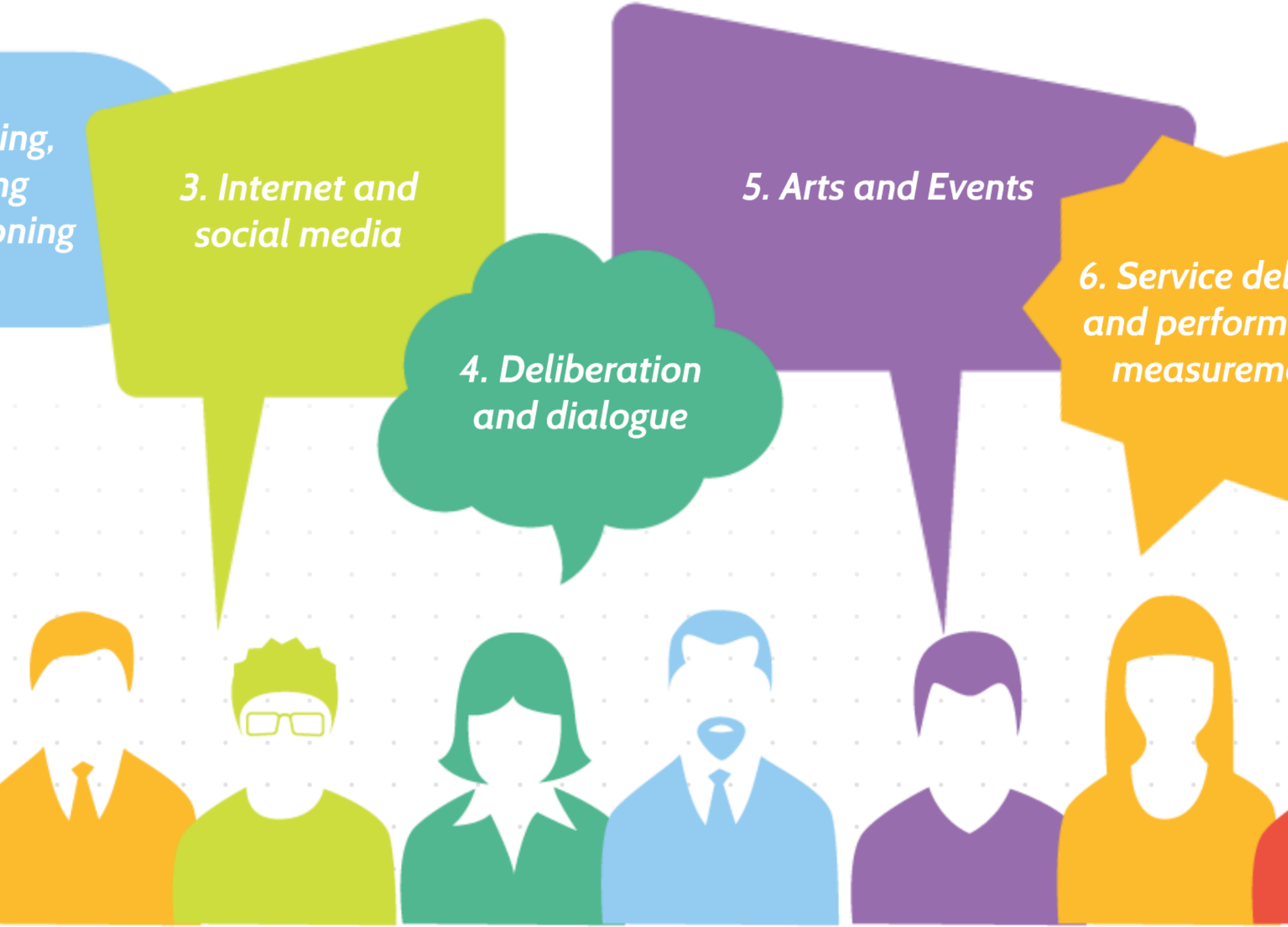
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5. Arts and Events
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7. Neighborhood Organizations
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